

ABSTRACT

A graphical user interface and method for displaying on an agent's desktop. The graphical user interface of the present invention being capable of automatically displaying, in a designated area, a managed application according to a workflow. The graphical user interface of the present invention also includes the ability to control the display of managed applications manually. Further, the graphical user interface and method of the present invention allows an Agent access to non-managed applications without restricting the agent's access to the managed applications.